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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

|                              |                                      |                                    |  |
|------------------------------|--------------------------------------|------------------------------------|--|
| <b>Office Action Summary</b> | <b>Application No.</b><br>09/823,531 | <b>Applicant(s)</b><br>CHEN ET AL. |  |
|                              | <b>Examiner</b><br>Li B. Zhen        | <b>Art Unit</b><br>2194            |  |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 19 February 2008.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-10, 13, 17-26 and 28-101 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-10, 13, 17-26 and 28-101 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |  |   |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)                       | 4) <input type="checkbox"/> Interview Summary (PTO-413)           |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)   | Paper No(s)/Mail Date. _____                                      |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date <u>1/29/2008</u> .   | 6) <input type="checkbox"/> Other: _____                          |

### **DETAILED ACTION**

1. Claims 1 – 10, 13, 17 – 26 and 28 – 101 are presented for examination.

### ***Response to Arguments***

2. Applicant's arguments filed 2/19/2008 have been fully considered but they are not persuasive. In response to the Non-Final office action dated 11/19/2007, applicant argues:

(1) Beck does not teach the existence of a work item object of the user interface, wherein the object is associated with a work item. The cited passage fails to teach any concept analogous to activating a work item object of a user interface [p. 28];

(2) Beck does not teach disclose accessing a user interface object table to identify a command associated with the activation [p. 28];

(3) Beck fails to teach or suggest identifying a channel driver with which a given command is associated [p. 29];

(4) Applicants respectfully submit that such disclosure does not teach or suggest the claimed channel drivers, each of which is configured to control a communication channel and may support not only multiple types of devices, but also multiple types of media [p. 30];

(5) It is wholly counterintuitive to attempt to modify Beck to result in agents having a greater role in customer support actions. Applicants respectfully submit that the Office Action fails to state a permissible motivation to combine Beck and Ytuarte.

As to argument (1), examiner respectfully disagrees and notes that applicant's specification discloses a work item object as an graphical interface element on a user interface [i.e. button on a toolbar; p. 39, lines 24 – 27]. In addition, Beck teaches the agents accepting tasks by initiating an email or fax [col. 36, lines 37 – 55]. When the agent accept the task (work item) by initiating an email or fax, the agent would click on a graphical element (i.e. icon or link) for the email or fax program to activate the program. The icon for the email or fax program corresponds to the work item object of the user interface.

As to argument (2), examiner disagrees because Beck teaches the agents accepting tasks by initiating an email or fax [col. 36, lines 37 – 55]. When the agent accepts the task (work item) by initiating an email or fax, the agent would click on a graphical element (i.e. icon or shortcut) for the email or fax program to activate the program. Clicking on the icon or shortcut for the email or fax program would activate the command to initialize the email or fax program.

As to argument (3), examiner respectfully disagrees and notes that CINOS routing systems in Beck provides different communication channels between the agent and the customers. A channel driver is interpreted as software that allows communicates with and controls the hardware that implements the communication channel (in this case, CINOS routing systems in Beck). The routing-system interface module provides interfacing capability to the various CINOS routing systems; therefore, the routing-system interface module would read on the claimed channel driver.

As to argument (4), examiner disagrees and submits that the devices in Ytuarte correspond to the recited communication channels. The channels drivers in Ytuarte issues commands to control the communication channel [driver processes 103, 105, 107, and 109 translate commands issued by control process 101 using a device application programming interface (API) to control those devices; col. 3, lines 35 – 63].

As to argument (5), examiner did not suggest the combining Beck and Ytuarte to allow the agents to control the channels. Instead, the combination of Beck and Ytuarte would allow the agent work presentation model of Beck to have access to the communication channel devices. The agent work presentation model (AWPM) presents workload to the agent. In order for the AWPM to relay work from different channels to the agent, it is obvious to include channels drivers in the AWPM in order for the AWPM to control and communicate with the various communication channels.

### ***Claim Rejections - 35 USC § 103***

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. **Claims 1 – 10, 13, 17 – 22, 24 – 26, 28 – 42, 45 – 56, 58 – 64, 66 – 101 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent NO. 6,332,154 to Beck et al. [hereinafter Beck, previously cited] in view of U.S. Patent No. 6,763,369 to Ytuarte et al. [hereinafter Ytuarte].**

5. As to claim 1, Beck teaches the invention substantially as claimed including a method for communicating comprising:

obtaining an event communicated to a communication center [communication center 17; col. 7, lines 33 – 41] via an incoming communication channel of a plurality of communication channels [In step 95, an incoming transaction, such as a live call, an e-mail, etc., is received at the appropriate CTI switch (COST) or routing server (DNT) in a CINOS communication center such as center 17; col. 13, lines 45 – 60], wherein each communication channel of the communication channels has a media type [col. 57, line 22 – col. 58, line 10], at least two communication channels of the communication channels have different media types [e-mail option, chat program; col. 17, lines 40 – 52], and the event corresponds to a work item [Recorded events such as IVR voice requests; col. 11, lines 21 – 33] available via the incoming communication channel [Audio recognition and text parsing technology may be included in the capability of module 409, col. 58, lines 27 – 42; and Icons a-d are interactive pointers or links to the actual media interactions that they represent, col. 23, line 61 – col. 24, line 8];

providing a notification of the work item via a user interface [displays such as call-interrupt alerts, new media notifications, or other instructions required to be communicated to an agent may appear as a pop-up window, or other form of graphic display; col. 58, lines 50 – 60];

receiving an activation of a work item object of the user interface [Various media presentation modules are provided and adapted to provide instruction as to how

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workload will be presented to an agent or group of agents. These are a push module 401, a push/blend module 403, a publish and subscribe module 405, and an interrupt module 407; col. 57, lines 22 – 28 and col. 36, lines 37 – 55], the work item object being associated with the work item [col. 57, line 22 – col. 58, line 10], wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item [Push/blend module involves pushing more than one media type for specific pre-planned time periods. For example, e-mail may be pushed for one-half of a work period while IPNT sales calls are pushed for the remainder of the work period. In some embodiments, e-mail, COST calls and IPNT calls may be pushed for different time periods with overlapping time periods possible; col. 57, line 22 – col. 58, line 10];

receiving an activation of a command object of the user interface [selection of interactions; col. 58, lines 27 – 42], wherein the activation of the command object is received from the one communication channel of the plurality of communication channels [Audio recognition and text parsing technology may be included in the capability of module 409, col. 58, lines 27 – 42; and Icons a-d are interactive pointers or links to the actual media interactions that they represent, col. 23, line 61 – col. 24, line 8];

accessing a user interface object table [DIM 301 is provided as an open interface capable of asynchronous interfacing between live interactions and other CINOS interfacing engines; col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22] to identify a command associated with the activation of the work item object [a

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mediainterface module 409 that is provided and adapted to disseminate parameters associated with media interactions such as may be stored in various communication-center queues; col. 58, lines 27 – 43];

accessing a command table to identify a channel driver comprising a command associated with the activation of the work item object [routing-system interface module 411 provides interfacing capability to various CINOS routing systems 393; col. 58, lines 27 – 42].

Although Beck teaches a communication center that communicates with a customer via multiple channels [an incoming transaction, such as a live call, an e-mail, etc., is received at the appropriate CTI switch (COST) or routing server (DNT) in a CINOS communication center such as center 17; col. 13, lines 45 – 60], Beck does not specifically disclose causing the channel driver to issue the command from the communication center to an outgoing communication channel of the communication channels.

However, Ytuarte teaches a customer interaction center system [element 30, Fig. 1; col. 2, lines 24 – 35] that includes a computer telephony server [element 40, Fig. 1], the computer telephony server connected to a plurality of media channels [ACD (automatic communication distributor) 102, interactive voice response unit 104, voice mail system 106, and facsimile server hardware 108; col. 3, lines 35 – 50] containing a plurality of drivers [driver processes 103, 105, 107, and 109; col. 3, lines 35 – 50] and causing the channel driver to issue the command to an outgoing communication channel of the communication channels [driver processes 103, 105, 107, and 109



translate commands issued by control process 101 using a device application programming interface (API) to control those devices; col. 3, lines 35 – 63].

It would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify the invention of Beck to include the features of causing the channel driver to issue the command to an outgoing communication channel of the communication channels. One of ordinary skill in the art would have been motivated to make the combination because this would allow the agent work presentation model of Beck to control the communication channel devices at the device level using a device application programming interface and allow the agents of Beck's system to communicate with customers through a variety of communication channels.

6. As to claim 13, Beck as modified teaches a method for communicating comprising:

obtaining an event communicated to a communication center [communication center 17; col. 7, lines 33 – 41 of Beck] via an incoming communication channel of a plurality of communication channels [an incoming transaction, such as a live call, an e-mail, etc., is received at the appropriate CTI switch (COST) or routing server (DNT) in a CINOS communication center such as center 17; col. 13, lines 45 – 60 of Beck], wherein each communication channel of the communication channels has a media type [col. 57, line 22 – col. 58, line 10 of Beck], and at least two of the communication channels have different media types [e-mail option, chat program; col. 17, lines 40 – 52 of Beck];

providing a notification of the event via the user interface [displays such as call-interrupt alerts, new media notifications, or other instructions required to be communicated to an agent may appear as a pop-up window, or other form of graphic display; col. 58, lines 50 – 60 of Beck];

receiving an activation of a command object of the user interface [Various media presentation modules are provided and adapted to provide instruction as to how workload will be presented to an agent or group of agents. These are a push module 401, a push/blend module 403, a publish and subscribe module 405, and an interrupt module 407; col. 57, lines 22 – 28 and col. 36, lines 37 – 55 of Beck], wherein the activation of the command object [selection of interactions; col. 58, lines 27 – 42 of Beck] is received from one communication channel of the plurality of communication channels [Audio recognition and text parsing technology may be included in the capability of module 409, col. 58, lines 27 – 42; and Icons a-d are interactive pointers or links to the actual media interactions that they represent, col. 23, line 61 – col. 24, line 8 of Beck];

accessing a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck] to identify a command associated with the activation of the command object [Push/blend module involves pushing more than one media type for specific pre-planned time periods. For example, e-mail may be pushed for one-half of a work period while IPNT sales calls are pushed for the remainder of the work period. In some embodiments, e-mail, COST calls and IPNT calls may be pushed for different

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time periods with overlapping time periods possible; col. 57, line 22 – col. 58, line 10 of Beck];

accessing a command table to identify a channel driver comprising the command [col. 58, lines 27 – 42 of Beck]; and

cause the channel driver [driver processes 103, 105, 107, and 109; col. 3, lines 35 – 50 of Ytuarte] to issue the command from the communication center to an outgoing communication channel of the communication channels [driver processes 103, 105, 107, and 109 translate commands issued by control process 101 using a device application programming interface (API) to control those devices; col. 3, lines 35 – 63 of Ytuarte].

7. As to claim 17, Beck as modified teaches a computer program product for presenting a user interface [agent's graphical user interface (GUI); col. 38, lines 41 – 52 of Beck] for communicating comprising:

an obtaining module to obtain an event communicated to a communication center [communication center 17; col. 7, lines 33 – 41 of Beck] via an incoming communication channel of a plurality of communication channels [an incoming transaction, such as a live call, an e-mail, etc., is received at the appropriate CTI switch (COST) or routing server (DNT) in a CINOS communication center such as center 17; col. 13, lines 45 – 60 of Beck], wherein each communication channel of the communication channels has a media type [col. 57, line 22 – col. 58, line 10 of Beck], at least two of the communication channels have different media types [e-mail option, chat

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program; col. 17, lines 40 – 52 of Beck], and the event corresponds to a work item [Recorded events such as IVR voice requests; col. 11, lines 21 – 33 of Beck];

a notification module to provide a notification of the work item [displays such as call-interrupt alerts, new media notifications, or other instructions required to be communicated to an agent may appear as a pop-up window, or other form of graphic display; col. 58, lines 50 – 60 of Beck];

a work item object [col. 57, line 22 – col. 58, line 10 of Beck];

a receiving module to receive an activation of the work item object [Various media presentation modules are provided and adapted to provide instruction as to how workload will be presented to an agent or group of agents. These are a push module 401, a push/blend module 403, a publish and subscribe module 405, and an interrupt module 407; col. 57, lines 22 – 28 of Beck], wherein the activation of the work item object is associated with a command [col. 57, line 22 – col. 58, line 10 of Beck], the activation of the work item object is further associated with selecting one communication channel of the plurality of communication channels for working on the work item [col. 57, line 22 – col. 58, line 10 of Beck],

the activation of the work item object causes a channel driver comprising the command to be identified [routing-system interface module 411 provides interfacing capability to various CINOS routing systems 393; col. 58, lines 27 – 42 of Beck]; and

the channel driver [driver processes 103, 105, 107, and 109; col. 3, lines 35 – 50 of Ytuarte] issues the command from the communication center to an outgoing communication channel of the plurality of communication channels [driver processes

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103, 105, 107, and 109 translate commands issued by control process 101 using a device application programming interface (API) to control those devices; col. 3, lines 35 – 63 of Ytuarte];

a first accessing module to access a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck] to identify the command associated with the activation of the work item object [col. 17, lines 40 – 52 of Beck];

a second accessing module to access a command table to identify the channel driver associated with the command [col. 62, line 63 – col. 63, line 5 and col. 48, lines 15 – 30; col. 58, lines 27 – 42 of Beck]; and

a physical computer readable medium configured to store the computer program product [col. 20, lines 35 – 46 of Beck].

8. As to claim 19, Beck as modified teaches a computer program product [col. 38, lines 41 – 52 of Beck] for communicating comprising:

a notification object to provide a notification of an event [col. 58, lines 50 – 60 of Beck] communicated to a communication center [col. 7, lines 33 – 41 of Beck] via an incoming communication channel of a plurality of communication channels [col. 13, lines 45 – 60 of Beck], wherein each communication channel of the communication channels has a media type [col. 23, line 61 – col. 24, line 8 of Beck], and at least two of the communication channels have different media types [col. 17, lines 40 – 52 of Beck]; and

a command object wherein activation of the command object is associated with a command [col. 58, lines 27 – 43 and col. 36, lines 37 – 55 of Beck], the activation of the

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command object [selection of interactions; col. 58, lines 27 – 42 of Beck] is received from one communication channel of the plurality of communication channels [col. 57, line 22 – col. 58, line 10 of Beck], and the activation of the command object causes a channel driver comprising the command to be identified [col. 58, lines 27 – 42 of Beck], and the channel driver issues the command [col. 3, lines 35 – 50 of Ytuarte] from the communication center to an outgoing communication channel of the communication channels [col. 3, lines 35 – 63 of Ytuarte];

a first accessing module to access a user interface object table [col. 17, lines 22 – 40 of Beck] to identify the command associated with the activation of command object [col. 58, lines 27 – 43 of Beck];

a second accessing module to access a command table to identify the channel driver associated with the command [col. 62, line 63 – col. 63, line 5 and col. 48, lines 15 – 30 of Beck]; and

a physical computer readable medium configured to store the computer program product [col. 20, lines 35 – 46 of Beck].

9. As to claim 21, Beck as modified teaches a computer system [col. 7, lines 32 – 40 of Beck] comprising:

a processor [processor 61; col. 8, lines 21 – 36 of Beck];

a display [computer screen display; col. 27, lines 32 – 49 of Beck], coupled to said processor;

computer readable medium coupled to said processor [data storage; col. 45, lines 16 – 35 of Beck]; and

computer code, encoded in said computer readable medium, configured to cause said processor to communicate using at least one communication channel of a plurality of communication channels [col. 13, lines 45 – 60 of Beck], wherein each communication channel of the communication channels has a media type [col. 23, line 61 – col. 24, line 8 of Beck], and at least two of the communication channels have different media types [col. 57, line 22 – col. 58, line 10 of Beck], by virtue of being configured to cause said processor to:

obtain an event communicated via an incoming communication channel of the communication channels [col. 13, lines 45 – 60 of Beck], wherein the event corresponds to a work item available via the incoming communication channel [Recorded events such as IVR voice requests; col. 11, lines 21 – 33 of Beck];

provide a notification of the work item via a user interface presented on the display [displays such as call-interrupt alerts, new media notifications, or other instructions required to be communicated to an agent may appear as a pop-up window, or other form of graphic display; col. 58, lines 50 – 60 of Beck];

receive an activation of a work item object of the user interface [Push module 401 is adapted to accept input instruction; col. 57, lines 27 – 40 of Beck], the work item object being associated with the work item [col. 57, lines 22 – 28 and col. 36, lines 37 – 55 of Beck], wherein

the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item [col. 57, line 22 – col. 58, line 10 of Beck],

the activation of the work item object [Push module 401 is adapted to accept input instruction; col. 57, lines 27 – 40 of Beck] causes the channel driver comprising a command associated with the activation of the work item object to be identified [col. 58, lines 27 – 42 of Beck] and the channel driver [col. 3, lines 35 – 50 of Ytuarte] issues the command associated with the activation of the work item object to an outgoing communication channel of the communication channels [col. 3, lines 35 – 63 of Ytuarte];

access a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck] to identify the command associated with the activation of the work item object [col. 17, lines 40 – 52 of Beck]; and

access a command table to identify the channel-driver associated with the command [col. 62, line 63 – col. 63, line 5 and col. 48, lines 15 – 30; col. 58, lines 27 – 42 of Beck].

10. As to claim 22, Beck as modified teaches a computer program product comprising:

a database [a CINOS database such as DB 75, FIG. 1; col. 16, line 65 – col. 17, line 15 of Beck] comprising:

a communication channel table comprising information regarding a communication channel [MIS 189; col. 24, lines 31 – 42 of Beck];



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a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck] comprising information regarding a user interface object [col. 57, lines 22 – 28 of Beck] of a user interface [col. 57, line 22 – col. 58, line 10 of Beck] used to communicate via the communication channel [col. 57, line 22 – col. 58, line 10 of Beck], wherein the information regarding the user interface object comprises a command associated with activation of the user interface object [col. 57, lines 22 – 28 of Beck], wherein the activation of the user interface object [col. 57, line 22 – col. 58, line 10 of Beck] is received from one communication channel of the plurality of communication channels [Audio recognition and text parsing technology may be included in the capability of module 409, col. 58, lines 27 – 42 of Beck];

a channel driver table comprising information regarding a channel driver that controls the operation of the communication channel [col. 3, lines 35 – 50 of Ytuarte] and is operable to provide an event from the communication channel [incoming events are analyzed and processed with regards to queuing, recording, storing, etc. CINOS decides the disposition paths of each event; col. 11, lines 21 – 32 of Beck] and to issue the command to the communication channel [col. 3, lines 35 – 63 of Ytuarte];

an event table comprising information regarding the event [incoming events are analyzed and processed with regards to queuing, recording, storing, etc. CINOS decides the disposition paths of each event; col. 11, lines 21 – 32 of Beck]; and

a command table comprising information regarding the command [col. 58, lines 27 – 42 of Beck];

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instructions to access the communication channel table, the user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck], the channel driver table [col. 62, line 63 – col. 63, line 5 of Beck], the event table [col. 11, lines 21 – 32 of Beck], and the command table [col. 48, lines 15 – 30 of Beck] to communicate via the communication channel [col. 42, lines 21 – 36 and col. 41, line 55 – col. 42, line 2 of Beck]; and

a physical computer readable medium configured to store the computer program product [col. 20, lines 35 – 46 of Beck].

11. As to claim 39, Beck as modified teaches a computer program product for presenting a user interface [agent's graphical user interface (GUI); col. 38, lines 41 – 52 of Beck] for communicating comprising:

a user interface object [col. 57, line 22 – col. 58, line 10 and col. 13, lines 45 – 60 of Beck];

a receiving module configured to receive an activation of the user interface object [col. 57, lines 22 – 28 and col. 36, lines 37 – 55 of Beck], wherein each communication channel of a plurality of communication channels has a media type [col. 57, line 22 – col. 58, line 10 of Beck], and at least two communication channels of the communication channels have different media types [col. 57, line 22 – col. 58, line 10 of Beck];

the activation of the user interface object [col. 57, lines 22 – 28 of Beck] is received at a communication center [col. 7, lines 33 – 41 of Beck] from one communication channel of the plurality of communication channels [Audio recognition

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and text parsing technology may be included in the capability of module 409, col. 58, lines 27 – 42 of Beck],

the activation of the user interface object is associated with a command [col. 57, line 22 – col. 58, line 10 of Beck],

the activation of the user interface object causes a channel driver [col. 3, lines 35 – 50 of Ytuarte] associated with the command to be identified [col. 58, lines 27 – 43 of Beck and col. 3, lines 35 – 63 of Ytuarte];

an accessing module configured to access a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck] comprising information regarding the user interface object [col. 57, line 22 – col. 58, line 10 of Beck], wherein the information regarding the user interface object comprises the command associated with the activation of the user interface object [col. 58, lines 27 – 43 of Beck];

a channel driver module configured [driver processes 103, 105, 107, and 109; col. 3, lines 35 – 50 of Ytuarte] to cause the channel driver to issue the command from the communication center to an outgoing communication channel of the communication channels [driver processes 103, 105, 107, and 109 translate commands issued by control process 101 using a device application programming interface (API) to control those devices; col. 3, lines 35 – 63 of Ytuarte]; and

a physical computer readable medium storing the modules of the computer program product [col. 20, lines 35 – 46 of Beck].

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12. As to claim 46, Beck as modified teaches a computer program product comprising a database [a Cynos database such as DB 75, FIG. 1; col. 16, line 65 – col. 17, line 15 of Beck] comprising:

a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck] comprising information regarding a user interface object of a user interface [col. 57, line 22 – col. 58, line 10 of Beck] to communicate with a communication channel [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck], wherein the information regarding the user interface object comprises a command associated with activation of the user interface object [col. 57, line 22 – col. 58, line 10 and col. 36, lines 37 – 55 of Beck]; and

the activation of the user interface object [col. 57, line 22 – col. 58, line 10 of Beck] is received at a communication center [col. 7, lines 33 – 41 of Beck] from one communication channel of a plurality of communication channels [Audio recognition and text parsing technology may be included in the capability of module 409, col. 58, lines 27 – 42 of Beck];

instructions to access the user interface object table when the user interface is to display information related to a communication via the communication channel [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck];

instructions to cause a channel driver [col. 3, lines 35 – 50 of Ytuarte] to issue the command from the communication center to an outgoing communication channel of the communication channels [col. 3, lines 35 – 63 of Ytuarte]; and

a physical computer readable medium configured to store the computer program product [col. 20, lines 35 – 46 of Beck].

13. As to claim 54, Beck as modified teaches a computer program product comprising a database [a Cynos database such as DB 75, FIG. 1; col. 16, line 65 – col. 17, line 15 of Beck] comprising:

an object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck], wherein the object table comprises information regarding a user interface object [col. 57, lines 22 – 28 of Beck] of a user interface [col. 57, line 22 – col. 58, line 10 of Beck] used to communicate via a communication channel [col. 57, line 22 – col. 58, line 10 of Beck], wherein the information regarding the user interface object comprises a command associated with activation of the user interface object [col. 57, lines 22 – 28 and col. 36, lines 37 – 55 of Beck]; and

the activation of the user interface object [col. 57, lines 22 – 28 of Beck] is received at a communication center [col. 7, lines 33 – 41 of Beck] from one communication channel of the plurality of communication channels [Audio recognition and text parsing technology may be included in the capability of module 409, col. 58, lines 27 – 42 of Beck]; and

a communication channel table wherein the communication channel table comprises information regarding the communication channel associated with the user interface object [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck];

first instructions configured to access the object table and the communication channel table to communicate via the communication channel [col. 42, lines 21 – 36 and col. 41, line 55 – col. 42, line 2 of Beck];

second instructions configured to cause the channel driver [col. 3, lines 35 – 50 of Ytuarte] to issue the command from the communication center to an outgoing communication channel of the communication channels [col. 3, lines 35 – 63 of Ytuarte]; and

a physical computer readable medium configured to store the computer program product [col. 20, lines 35 – 46 of Beck].

14. As to claim 59, Beck as modified teaches a computer program product for communicating comprising:

a user interface [agent's graphical user interface (GUI); col. 38, lines 41 – 52 of Beck] comprising at least one user interface object configured to be activated [col. 57, lines 22 – 28 and col. 36, lines 37 – 55 of Beck], wherein activation of one of the at least one user interface object is associated with issuing a command to one communication channel [interface command module 341; col. 48, lines 15 – 30 of Beck] of a plurality of communication channels [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck], the activation of the user interface object [col. 57, line 22 – col. 58, line 10 of Beck] is received at a communication center [col. 7, lines 33 – 41 of Beck] from the one communication channel of the plurality of communication channels [Audio recognition and text parsing technology may be included in the capability of module 409, col. 58,

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lines 27 – 42 of Beck], each communication channel of the communication channels has a media type [col. 57, line 22 – col. 58, line 10 of Beck], at least two communication channels of the communication channels have different media types [e-mail option, chat program; col. 17, lines 40 – 52 of Beck], and the activation causes a channel driver comprising the command to be identified [col. 57, lines 22 – 28 of Beck];

an accessing module configured to access a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck] comprising information regarding the user interface object [col. 58, lines 27 – 43 of Beck], wherein the information regarding the user interface object comprises a respective command associated with the activation of the user interface object [col. 57, line 22 – col. 58, line 10 of Beck];

a channel driver module configured [driver processes 103, 105, 107, and 109; col. 3, lines 35 – 50 of Ytuarte] to cause the channel driver to issue the command from the communication center to an outgoing communication channel of the communication channels [driver processes 103, 105, 107, and 109 translate commands issued by control process 101 using a device application programming interface (API) to control those devices; col. 3, lines 35 – 63 of Ytuarte]; and

a physical computer readable medium storing the computer program product [col. 20, lines 35 – 46 of Beck].

15. As to claim 67, Beck as modified teaches an apparatus for communicating comprising:

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obtaining means for obtaining an event communicated to a communication center [col. 7, lines 33 – 41 of Beck] via an incoming communication channel of a plurality of communication channels [communication events such as e-mail, file transfers and the like, arrive at a routing node 21; col. 8, lines 1 – 10 and col. 13, lines 45 – 60 of Beck], wherein each communication channel of the communication channels has a media type [col. 57, line 22 – col. 58, line 10 of Beck], at least two communication channels of the communication channels have different media types [e-mail option, chat program; col. 17, lines 40 – 52 of Beck], and

the event corresponds to a work item [Recorded events such as IVR voice requests; col. 11, lines 21 – 33 of Beck] available via the incoming communication channel [col. 23, line 61 – col. 24, line 8 of Beck];

notifying means for providing a notification of the work item via a user interface [col. 58, lines 50 – 60 of Beck];

receiving means for receiving an activation of a work item object of the user interface [col. 57, lines 22 – 28 and col. 36, lines 37 – 55 of Beck], the work item object being associated with the work item [col. 57, line 22 – col. 58, line 10 of Beck], wherein

the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item [col. 57, line 22 – col. 58, line 10 of Beck],

the activation of the work item object [selection of interactions; col. 58, lines 27 – 42 of Beck] causes a channel driver comprising a command associated with the



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activation of the work item object to be identified [col. 62, line 63 – col. 63, line 5 of Beck], and

the channel driver [col. 3, lines 35 – 50 of Ytuarte] issues the command [col. 3, lines 35 – 63 of Ytuarte] associated with the activation of the work item object from the communication center [col. 42, lines 21 – 36 and col. 41, line 55 – col. 42, line 2 of Beck] to an outgoing communication channel of the communication channels [interface command module 341; col. 48, lines 15 – 30 of Beck]; and

accessing means for accessing a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck] comprising information regarding the work item object [col. 58, lines 27 – 43 of Beck], wherein the information regarding the work item object comprises the command associated with the activation of the work item object [col. 62, line 63 – col. 63, line 5 and col. 48, lines 15 – 30 of Beck].

16. As to claim 84, Beck as modified teaches an apparatus comprising:

obtaining means for obtaining an event communicated to a communication center [col. 7, lines 33 – 41 of Beck] via an incoming communication channel of a plurality of communication channels [col. 8, lines 1 – 10 of Beck], wherein each communication channel of the communication channels has a media type [col. 23, line 61 – col. 24, line 8 of Beck], and at least two of the communication channels have different media types [col. 17, lines 40 – 52 of Beck];

notifying means for providing a notification of the event via the user interface [col. 58, lines 50 – 60 of Beck];

receiving means for receiving an activation of a command object of the user interface [col. 57, lines 22 – 28 and col. 36, lines 37 – 55 of Beck], the command object being associated with a command related to the event [col. 58, lines 27 – 42 of Beck], wherein the activation of the command object is received from one communication channel of the plurality of communication channels [col. 23, line 61 – col. 24, line 8 of Beck],

the receiving the activation causes a channel driver comprising the command to be identified [col. 58, lines 27 – 42 of Beck], and

the channel driver [col. 3, lines 35 – 50 of Ytuarte] issues the command [col. 3, lines 35 – 63 of Ytuarte] from the communication center to an outgoing communication channel of the communication channels [col. 48, lines 15 – 30 of Beck]; and

accessing means for accessing a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck] comprising information regarding the command object [col. 57, line 22 – col. 58, line 10 of Beck], wherein

the information regarding the command object comprises the command associated with the activation of the command object [col. 42, lines 21 – 36 and col. 41, line 55 – col. 42, line 2 of Beck].

17. As to claim 85, Beck as modified teaches a computer program product comprising:

obtaining instructions to obtain an event communicated to a communication center [col. 7, lines 33 – 41 of Beck] via an incoming communication channel of a

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plurality of communication channels [col. 8, lines 1 – 10 of Beck], wherein each communication channel of the communication channels has a media type [col. 23, line 61 – col. 24, line 8 and col. 13, lines 45 – 60 of Beck of Beck], at least two communication channels of the communication channels have different media types [col. 17, lines 40 – 52 of Beck], and

the event corresponds to a work item available via the incoming communication channel [col. 11, lines 21 – 33 of Beck];

notifying instructions to provide a notification of the work item via a user interface [col. 58, lines 50 – 60 of Beck];

receiving instructions to receive an activation of a work item object of the user interface [col. 57, lines 22 – 28 and col. 36, lines 37 – 55 of Beck], the work item object being associated with the work item [col. 57, line 22 – col. 58, line 10 of Beck], wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels [col. 23, line 61 – col. 24, line 8 of Beck] for working on the work item [col. 57, line 22 – col. 58, line 10 of Beck], the activation of the work item object causes a channel driver comprising a command associated with the activation to be identified [col. 57, line 22 – col. 58, line 10 of Beck], and the channel driver [col. 3, lines 35 – 50 of Ytuarte] issues the command [col. 3, lines 35 – 63 of Ytuarte] associated with the activation of the work item object from the communication center to an outgoing communication channel of the communication channels [col. 48, lines 15 – 30 of Beck]; and

accessing instructions to access a user interface object table comprising information regarding the work item object [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22 of Beck], wherein the information regarding the work item object comprises the command associated with the activation of the work item object [col. 58, lines 27 – 43 of Beck]; and

a computer-readable storage configured to store the computer program product [data storage; col. 45, lines 16 – 35 of Beck].

18. As to claim 2, Beck teaches the incoming communication channel and the outgoing communication channel are the same [selection of a media type, the client may initiate a call back in the media selected to a client apparatus compatible with the media selected; col. 5, lines 38 – 53].

19. As to claim 3, Beck teaches performing the command by the outgoing communication channel [col. 48, lines 15 – 30].

20. As to claim 4, Beck teaches providing the notification in real time with the obtaining the event [in real time as the interaction takes place; col. 25, line 27 – 34].

21. As to claim 5, Beck teaches invoking a notification module of the user interface [notification interface module 317; col. 43, lines 22 – 35].

22. As to claim 6, Beck teaches the activation of the work item object is associated with an accept work item command [Push module 401 is adapted to accept input instruction; col. 57, lines 27 – 40].

23. As to claim 7, Beck teaches the activation of the work item object is associated with a release work item command [Push module 401 is adapted to accept input instruction; col. 57, lines 27 – 40].

24. As to claim 8, Beck teaches sending the command to the command channel driver [col. 48, lines 15 – 30].

25. As to claim 9, Beck teaches obtaining the command from the user interface by a communication server [servers MIS 79 and Server 77; col. 54, lines 31 – 50], wherein the communication server sends the command to the channel driver [In step 281 commands are sent to the IOM; col. 33, lines 23 – 40].

26. As to claim 10, Beck teaches sending the command to the channel driver for the incoming communication channel [interface command module 341; col. 48, lines 15 – 30] if the incoming communication channel and the outgoing communication channel are the same [selection of a media type, the client may initiate a call back in the media selected to a client apparatus compatible with the media selected; col. 5, lines 38 – 53].

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27. As to claim 18, this is rejected for the same reasons as claim 2 above.

28. As to claim 20, this is rejected for the same reasons as claim 2 above.

29. As to claim 24, Beck teaches the event table provides access to an event ID of the event [identifier is assigned to an entity and to all the communication events; col. 24, lines 8 – 18]; an event name of the event [text version of the event; col. 10, lines 36 – 50]; and a channel driver ID of the channel driver [col. 41, lines 30 – 47].

30. As to claim 25, Beck teaches the command table provides access to: a command ID of the command [input parameters; col. 51, lines 12 – 29]; a command name of the command [col. 47, lines 3 – 24]; and a channel driver ID of the channel driver [col. 41, lines 30 – 47].

31. As to claim 26, Beck teaches the channel driver table comprises: a channel driver ID of the channel driver [col. 41, lines 30 – 47]; a media type of the communication channel [media support module 445 is provided and adapted to contain required media drivers for executing different types of media presentations offered; col. 62, line 63 – col. 63, line 5]; a file name of the channel driver and a media string that allows a media service associated with the channel driver to be invoked [Module 445 contains an appropriate driver for each type of offered media as required. In one

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embodiment, such drivers may also be downloaded to a client's browser through desktop interface module 443; col. 62, line 63 – col. 63, line 5].

32. As to claim 28, Beck teaches the activation of the work item object is associated with selecting from a list of a plurality of work item [agent to subscribe to workload queues; col. 56, lines 1 – 20 and col. 57, lines 22 – 28].

33. As to claim 29, Beck teaches the activation of the work item object is associated with one of a suspend work item command [Interrupt module 407; col. 58, lines 5 – 20] and a retrieve work item command [retrieved by agents after receiving notification; col. 11, lines 21 – 33].

34. As to claim 30, Beck teaches the activation of the work item object is associated with an initiate work item command [col. 11, lines 21 – 33].

35. As to claim 31, Beck teaches the activation of the work item object is associated with one of a blind transfer of work item command [file share; col. 8, lines 1 – 10], a consultative transfer of work item command [file transfers; col. 8, lines 1 – 10], and a conference command [multi-agent conference; col. 39, lines 45 – 62].

36. As to claim 32, Beck teaches the user interface comprises a plurality of user interfaces [col. 57, lines 22 – 28], wherein each user interface of the user interfaces is

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associated with an agent of a plurality of agents [pool of agents services; col. 12, lines 37 – 55]; and further comprising: determining one agent of the agents to be notified of the event [agent to subscribe to workload queues; col. 56, lines 1 – 20 and col. 57, lines 22 – 28], wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent [notification interface module 317; col. 43, lines 22 – 35].

37. As to claim 33, Beck teaches determining the command to be issued from a context of the work item object when the work item object is activated [Workflow layer 85 comprises 3 basic function categories; col. 13, lines 10 – 22].

38. As to claim 34, Beck teaches a causing module to cause the command to be issued to the outgoing communication channel [col. 48, lines 15 – 30].

39. As to claim 35, Beck teaches an assignment module to determine an assignment of an agent to the work item [col. 58, lines 20 – 28].

40. As to claim 36, Beck teaches a channel driver table comprising information about a plurality of channel drivers [Module 445 contains an appropriate driver for each type of offered media; col. 62, line 63 – col. 63, line 5].



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41. As to claim 37, Beck teaches a communication channel table comprising information regarding a plurality of communication channels [MIS 189; col. 24, lines 31 – 42].

42. As to claim 38, Beck teaches a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22] comprising information regarding a user interface object [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 - 24] of a user interface [Window 133; col. 16, lines 15 - 24] that is operable to communicate with the communication channel [col. 57, line 22 – col. 58, line 10].

43. As to claim 40, Beck teaches an event handling module configured to handle an event from an incoming communication channel of the communication channels [event handler adapted to identify and organize such dialogs so that they may be associated along the proper thread or threads; col. 40, lines 10 – 21].

44. As to claim 41, Beck teaches a notifying module configured to provide a notification of the event [notification interface module 317; col. 43, lines 22 – 35].

45. As to claim 42, Beck teaches a responding module configured to perform an event response to the event [incoming events are analyzed and processed with regards

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to queuing, recording, storing, etc. CINOS decides the disposition paths of each event; col. 11, lines 21 – 32].

46. As to claim 45, Beck teaches an assigning module configured to assign an agent to receive a notification of an event [interaction-sorter module prepares a list for each assigned agent; col. 52, lines 8 – 27]; and a notifying module configured to provide the notification to the agent [notification interface module 317; col. 43, lines 22 – 35].

47. As to claim 47, Beck teaches a communication channel table comprising information regarding the communication channel [MIS 189; col. 24, lines 31 – 42].

48. As to claim 48, Beck teaches the communication channel table comprises information about a plurality of communication channels [MIS 189; col. 24, lines 31 – 42].

49. As to claim 49, Beck teaches a channel driver table comprising information about a plurality of channel drivers, wherein each channel driver of the channel drivers controls the operation of one communication channel of the communication channels [Module 445 contains an appropriate driver for each type of offered media; col. 62, line 63 – col. 63, line 5].

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50. As to claim 50, Beck teaches a channel driver table comprising information about a channel driver that controls the operation of the communication channel [Module 445 contains an appropriate driver for each type of offered media; col. 62, line 63 – col. 63, line 5].

51. As to claim 51, Beck teaches a command table comprising information regarding a command sent to the communication channel [interface command module 341; col. 48, lines 15 – 30].

52. As to claim 52, Beck teaches an event table comprising information regarding an event originating in response to a communication received from the communication channel [incoming events are analyzed and processed with regards to queuing, recording, storing, etc. CINOS decides the disposition paths of each event; col. 11, lines 21 – 32].

53. As to claim 53, Beck teaches an event response table comprising information regarding an event response to be performed in response to the event [routing and routing notification events, any media may be routed to an appropriate agent based on skill, or any other rule-based routing method; col. 11, lines 32 – 39].

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54. As to claim 55, Beck teaches the object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22] further comprises information regarding an action to be performed when the user interface object is activated [col. 58, lines 27 – 42].

55. As to claim 56, Beck teaches the action comprises issuing a command to the communication channel [interface command module 341; col. 48, lines 15 – 30].

56. As to claim 58, Beck teaches the object table further comprises a notification object [notification interface module 317; col. 43, lines 22 – 35].

57. As to claim 60, Beck teaches the user interface is configured to communicate with a communication server [servers MIS 79 and Server 77; col. 54, lines 31 – 50], and wherein the communication server causes the command to be issued to the one communication channel [In step 281 commands are sent to the IOM; col. 33, lines 23 – 40].

58. As to claim 61, Beck teaches the communication server further receives an indication of activation of the user interface object [Activation in this sense is defined as activation to receive from or communicate with a specific requesting system; col. 33, lines 15 – 25].

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59. As to claim 62, Beck teaches a channel driver is communicatively coupled to the one communication channel to issue the command [interface command module 341; col. 48, lines 15 – 30].

60. As to claim 63, Beck teaches the channel driver is one of a plurality of channel drivers, wherein each channel driver of the channel drivers is associated with an associated communication channel of the plurality of communication channels [Module 445 contains an appropriate driver for each type of offered media; col. 62, line 63 – col. 63, line 5].

61. As to claim 64, Beck teaches a database comprising a command table regarding a command [col. 48, lines 15 – 30] and a user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22] comprising information regarding the user interface object [A customer service section 137 contains interactive options presented to existing clients needing service; col. 16, lines 15 - 24] and the command to be issued upon activation of the user interface object [col. 57, lines 22 – 28].

62. As to claim 66, Beck teaches the command table [col. 48, lines 15 – 30] and the user interface object table [col. 40, lines 20 – 32 and col. 40, line 42 – col. 42, line 22] are accessed to cause the channel driver to issue the command [col. 48, lines 15 – 30].

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63. As to claims 68 – 76, these are apparatus claims that correspond to method claims 2 – 10; note the rejections to method claims 2 – 10 above, which also meet these apparatus claims.

64. As to claim 77, Beck teaches the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item [col. 58, lines 20 – 28].

65. As to claims 78 – 83, these are apparatus claims that correspond to method claims 28 – 33; note the rejections to method claims 28 – 33 above, which also meet these apparatus claims.

66. As to claims 86 – 94, these are product claims that correspond to method claims 2 – 10; note the rejections to claims 2 – 10 above, which also meet these product claims.

67. As to claim 95, Beck teaches the activation of the command object is associated with selecting one communication channel of the plurality of communication channels for working on a work item [col. 58, lines 20 – 28].

68. As to claims 96 – 101, these are rejected for the same reasons as claims 28 – 33 above.

**69. Claims 23, 43, 44, 57 and 65 are rejected under 35 U.S.C. 103(a) as being unpatentable over Beck and Ytuarte further in view of U.S. Patent No. 6,587,556 to Judkins et al. [hereinafter Judkins, previously cited].**

70. As to claim 23, Beck teaches the communication channel table provides access to: a channel ID of the communication channel [parameters which may include phone numbers e-mail addresses, IP addresses; col. 41, lines 30 – 47]; media type of the communication channel [media type; col. 9, line 58 – col. 10, line 10], but does not teach a configuration ID of a configuration to which the communication channel belongs.

However, Judkins teaches a method of configuring the scripting of a call center including an interactive voice response server and automatic call distributor server [col. 2, lines 20 – 39], a plurality of communication channels [actions such as e-mail, pager, etc.; col. 40, lines 25 – 67], and a configuration ID of a configuration to which the communication channel belongs [col. 25, lines 17 – 33].

It would have been obvious to a person of ordinary skill in the art at the time the invention was made to further modify the combination of Beck and Ytuarte to include the features of a configuration ID of a configuration to which the communication channel belongs because this allows the user to control and configure all aspects of the call center system and monitor server activity [col. 14, lines 5 – 14 of Judkins] and provides a user the ability to configure the system setup and parameters and monitor system performance [col. 14, lines 14 – 25 of Judkins].

71. As to claim 43, Beck as modified does not teaches a status object, a status updating module to update a status of an agent using the user interface to one of ready and not ready when the status object is activated.

However, Judkins teaches Judkins teaches a method of configuring the scripting of a call center including an interactive voice response server and automatic call distributor server [col. 2, lines 20 – 39], a plurality of communication channels [actions such as e-mail, pager, etc.; col. 40, lines 25 – 67], a status object [All agents are listed alphabetically on this screen along with their status; col. 21, line 65 – col. 66, line 13], and a status updating module configured to update a status of an agent using the user interface to one of ready and not ready when the status object is activated [an agent is no longer in use, the user can highlight the agent and click the Disable This Agent button 462 (FIG. 38) such that an agent can be disabled; col. 22, lines 51 – 60].

It would have been obvious to a person of ordinary skill in the art at the time the invention was made to further modify the combination of Beck and Ytuarte to include the features of a status object and a status updating module to update a status of an agent because this allows work to be routed to the longest available agent [col. 13, lines 19 – 29 of Judkins] and provides requests to be rerouted to a site with available agents [col. 13, lines 52 – 64 of Judkins].

72. As to claim 44, Beck as modified teaches a status changing module configured to change a status of an agent using the user interface to one of ready and not ready [an



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agent is no longer in use, the user can highlight the agent and click the Disable This Agent button 462 (FIG. 38) such that an agent can be disabled; col. 22, lines 51 – 60 of Judkins]. As to the motivation for combining Beck and Judkins, see the rejection to claim 43 above.

73. As to claim 57, Beck as modified teaches the action comprises setting an agent status to one of ready and not ready [an agent is no longer in use, the user can highlight the agent and click the Disable This Agent button 462 (FIG. 38) such that an agent can be disabled; col. 22, lines 51 – 60 of Judkins]. As to the motivation for combining Beck and Judkins, see the rejection to claim 43 above.

74. As to claim 65, Beck as modified teaches a configuration table comprising information regarding a configuration for a user of the user interface [logical devices table (FIG. 7) defines logical names for devices configured in the system device table; col. 10, lines 30 – 40 of Judkins], wherein the configuration determines whether the command is available to the user [col. 14, lines 25 – 38 of Judkins].

It would have been obvious to a person of ordinary skill in the art at the time the invention was made to further modify the combination of Beck and Ytuarte to include the features of a configuration table comprising information regarding a configuration for a user of the user interface because this allows the user to control and configure all aspects of the call center system and monitor server activity [col. 14, lines 5 – 14 of

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Judkins] and provides a user the ability to configure the system setup and parameters and monitor system performance [col. 14, lines 14 – 25 of Judkins].

### ***Conclusion***

75. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

### **CONTACT INFORMATION**

76. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Li B. Zhen whose telephone number is (571) 272-3768. The examiner can normally be reached on Mon - Fri, 8:30am - 5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Meng-Ai An can be reached on (571)272-3756. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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